



Manager's Report May 2023

Commercial Hiring - please see Centre Administrator's report

Income:

	2022	2023		FOC provision	
	Invoiced amount	Community Centre	Youth Centre	Youth Provision	Community Engagement
Feb	£2,258.25	£3,260.50	£1,297.50	£330.00	£496.00
Mar	£2,646.25	£3,168.00	£1,045.00	£480.00	£639.00
Apr	£1,787.25	£3,018.00	£385.00	£220.00	£412.00

Grant funding applied for

Better Care fund – second year for Health and Wellbeing CoOrdinator – c£23k

WBC Household Support fund – funding for Community Fridge for the year – c£15k

Grant funding received

For the period 1 February 2023 to 30 April 2023		
01 Mar	Catherine Powell SCC Cllr allowance grant - Grant to provide Benefits Advisor	2,915.00
09 Mar	Farnham Maltings - For the provision of the pilot project of BOB's, to be delivered at 'The Shed', Hale Youth Centre from April 1st - October 31st 2023 under the Tackling Loneliness Project	1,200.00
20 Mar	SURREY CC - SCC Active Surrey Grant - for Otago strength and balance sessions	2,512.00
21 Mar	Farnham Maltings - Send Parents Group	1,200.00
23 Mar	OPPC - Drugs Education	3,304.12
05 Apr	Catherine Powell personal donation - Send Parents Group	1,200.00
11 Apr	Reaching Communities - Youth Group Grant	27,898.00
11 Apr	Reaching Communities - To Pay Group Leaders on NYA Youth Workers qualification	4,185.00
Total Grants		44,414.12

Donations

For the period 1 February 2023 to 30 April 2023	
Regular donations via bank	315.00
CAF Donate - CAF Online Donation	665.75
Cash donations	65.00
Cash deposit - Nutfield Gym Raffle donation	375.00
Crowdfunder - Donations Cafe & Warmhub	550.00
Crowdfunder - Final payment community cafe	48.62
Crowdfunder - Wallet payout for youth centre	720.00
Crowdfunder - Wallet payout for youth centre	214.50
donation - Just Giving - Donations	14.51
Rotary Club Farnham - Unrestricted - from fundraising 60s night	1,252.00
Stagecoach buses - Donation from Santa bus	76.88
PO CREDIT - Tai Chi Donations	100.00
Sum Up - Cafe trading receipts	514.18
Astra Recycling - Clothes recycling	74.00
	4,985.44

Hale Community Centre projects:**Projects and Engagement CoOrdinator – see separate report**

Emma has now changed roles as this project has come to an end and the end of grant monitoring report has been submitted. Highlights include:

A revamp of the entrance hall

Building accessibility has been assessed and training undertaken

Dialogue with parents of SEND children to look at how our building and activities can be welcoming and supportive of these families

Data collected in community surveys has been used to inform the Centre's priorities: well-being, living healthily, building relationships and being outdoors were the most important things for having a good life for people in the local area

Community fun days and Big Soup Share event

Introduced an effective evaluation system for the Community Fridge which allows us to collect data which can inform the effectiveness of the Community Fridge as well as engaging new visitors to register with the Centre and benefit from a variety of activities which helps build relationships, confidence and a greater sense of being part of a supportive community

Revamp of marketing and promotion of the Centre: monthly e-newsletter, social media used regularly as a method of generating a dialogue and giving the community a voice, the Communitree

Weekly Community Pop-in Cafe developed - including volunteer development in cafe, developing links with various community support agencies who host a table offering the public support, development of specific volunteer position providing Citizens Advice link and information on benefits, bills, rights etc

Family activities programme developed - activities run during school holidays alongside weekly pop in sessions
Share cupboard opportunities developed to include opening a stall in Pop In periodically and book swap in conjunction with Farnham Literary Festival

Christmas Tree festival - inviting community groups to enter a competition to create the best re-used tree and decorations. 'Old into new' theme

Celebration Day - assisting in organising community event to celebrate 10 years of Hale Community Centre and Youth Centre opening

Sunflower engagement project - working with local SEN families to develop more access to sensory resources when in the building, initiating in-house Sunflower lanyard scheme and providing awareness raising for staff/volunteers

Coordinating Jubilee community event on the green - engaging new local residents in Community Centre offer
Emma's role has transitioned to Health and Wellbeing CoOrdinator where her role is to connect the local community with activities which improve their health and wellbeing and also to help to set up new projects where there are gaps in provision in the area.

Drop In

Weekly on Wednesdays from 11.30 – 1.30. These are growing and very well received. Local partner organisations are coming to share information. 25+ meals are served each week. Information and support is available from trained CA advisors each week. This is being taken under the CA umbrella – will offer updates and training and better record keeping.

Warm Hubs

Continue to operate weekly on Monday afternoons in addition to Wednesdays. There is also a monthly evening session run by Bake, Natter and Roll the local WI group.

The digital drop in on Monday afternoons only engaged a few people so the volunteer feels his time would be better deployed elsewhere.

Youth Work – see separate report

The mid year 2 report has been submitted. We had a very positive meeting with Reaching Communities to discuss a change in provision we were proposing, to provide alternative learning provision for young people who were struggling to attend school regularly due to the impact of the pandemic and mental health issues. This would be in addition to the current provision and can be done with the same funding level.

Tracy and Jo have submitted their Level 3 coursework for their NYA qualification. Reaching Communities agreed to reimburse half of the hours they have spent on the course which was very gratefully received.

Narrow Boat trip – is booked for July 21st – 23rd this year. We have secured transport thanks to Frensham Heights. Tracy has done a lot of work on risk assessment and information packs for parents.

Update – we have been successful in our bid to provide summer holiday provision for young people under HAF.

Tracy is also piloting a project through the Tackling Loneliness Partnership called 'Bob's'. This started on 1st April and will run on the first Saturday of the month for the next 6 months. The target is adults who may feel isolated or lonely.

Girlz Club See separate report for more details

Community Garden

The Garden group have started work again in the garden. We have a wonderful display of spring bulbs and seeds have been planted. Hale Academy are asking that two year groups be timetabled in for sessions. We have funding from Catherine's councillor allowance to replace the garden seating.

Community Cupboard & Fridge Please see separate report.

Supply still continues to be a concern. We have reviewed the users and found that now the majority of people fall within the area we agreed to cover.

We have had confirmation that WBC will provide us with £15k this year from the Household Support Fund in order to allow this to continue to operate. This is excellent news given that our last two requests for funding from Community Foundation for Surrey have been rejected. This was the most recent:

Thank you for your recent Expression of Interest in grant-funding from the Community Foundation for Surrey in relation to the Community Cupboard and Fridge project, on behalf of the Hale Community Centre. We have had an opportunity to carefully consider your request and whilst we very much appreciate the value of your work, we are currently unable to invite you to make an application. I am afraid we do not have a Fund which would consider a contribution.

TimetoShare/Timebank

The possible move to the Loneliness project is on hold as they do not have sufficient funding to cover TimetoShare.

Seniors Group – Simon Porter

The Seniors Group continues to meet at Hale Community Centre each Wednesday morning – Simon to update in the meeting.

Code Club – operates on the first Saturday of the month. There is now a waiting list and Red Hat are exploring the possibility of providing more laptops so we can increase the numbers attending. There is a paid club leader and three volunteers.

Partnership projects supported by Hale Community Centre

Stay and Play

Weekly sessions continue to be well attended and feedback is good. Parents are asking if this group will continue next academic year. I have set up a meeting with Homestart Waverly to discuss this and identify funding.

SHIP, WiSH

Catherine and I are working to get SHIP restarted. Carys Walker, lead Community Link Officer, SCC, has been tasked with administering an initial meeting on 11 May to try to gather partners together to begin some effective working again under this grouping.

Craft Group – Opportunities – are meeting regularly now, Carol can give an update in the meeting.

Job Club – Job Club continues to meet weekly in Training Room.

Craft Café – with Farnham Maltings – continues to provide a quiet place for local people who have experienced isolation. Membership has grown recently and we have had 3 new sewing machines purchased with funding from the Hedgehogs.

SEND parent support group – although I managed to secure the funding to pay for a weekly facilitator, Surrey Care Trust are unable to supply one so I am in conversation with Challengers to see if they have anyone who can help. This would be a good partnership as there are links that would provide our parents with more support.

PR/Marketing

See Centre Administrator report. Monthly e-newsletter is being well received. Quotes have been received for new signage around the site – **for Board consideration.**

Denise Jacques has completed the plaque to celebrate our 10 years and it is being hung on the front of the building – unveiling ceremony? – **for Board consideration.**

All project leads have updated their webpages and will ensure these are kept updated, sending information to Jean for uploading.

Building/Health and Safety/Risk Management Issues

The risk assessment register for all buildings is now complete, copies of all documentation are attached for Board information.

For Board consideration – We have been advised that our current intruder alarm system will need upgrading by 2025 as BT are stopping the use of PSTN lines which is what is used at present to alert us on the call chain that the alarm has been triggered. Sue is investigating how much it would be for the company that monitors the Youth Centre to also cover ours although our system may not be compatible.

For Board consideration – as we have a mixture of electrical equipment it is best practice to have it all PAT tested on an annual basis. As we now have to cover the Youth Centre, the cost of this will be in excess of £250. It is possible to conduct your own PAT testing once suitably trained and Kelly's husband who runs an air conditioning business and so deals with electrical items and their safety, would be willing to undertake the training if we covered the cost and bought the testing equipment needed. He would not charge for his time for the training or to carry out the PAT testing of our equipment for the first two years, thereafter offering a discounted rate. The cost of training and the kit is £400 including VAT.

Maintenance of the building see Centre Administrator report

Repairs and maintenance continue to keep the Centre looking clean and well cared for so that it provides a safe and welcoming space.

For Board consideration – the glass hob in the youth centre has been damaged beyond repair and needs to be replaced (something was dropped on it and we have not been able to identify which group may have been responsible). The cost of replacement is too low for an insurance claim. A replacement like for like from the kitchen fitting company used to install the kitchen when the building was refurbished : **CDA 2 ZONE CERAMIC HOB = £259.21 + vat (supply only) including delivery**

We can purchase a similar spec replacement from B & Q for £88.00 and could ask our maintenance man David to fit it, we are obtaining a quote but it will be less than £100.

I have also asked for a report on how to stop it happening again eg a worktop saver that can be used

Accessibility of building

Continues to be worked on. Longer term the lip on the fore doors needs to be resolved.

GDPR – no known issues reported this period.

Safeguarding – there have been three incidents logged since the last Board meeting

We created an incident log for one of our volunteers after she disclosed she was very depressed – more information will be given in the meeting.

Tracy logged an incident at the Youth Centre where an unknown young male was hanging around and tried to scare Jo and Tracy as they left the building. No further incidents have occurred but I have asked the youth team to double check their procedures for staff safety and look into getting panic alarms.

Kelly appraised me of an issue with a parent attending Stay and Play – an incident log was created.

Staffing/HR

Isabel Gunn is settling well into her permanent role. I have spoken to her about enrolling in some training and she will start an online Business Administration course. The course is free and we are giving her two hours a week of paid time to complete it in.

We are currently advertising for a Community Development worker for 15 hours a week for a 2 year contract funded by WBC UKSPF (levelling up funding)

Laptop for Melissa – she will do funding request to Farnham Institute for grant

Volunteers

Things seem to have settled down and all working well. The paperwork and volunteer management system is still being worked on.

Partnership working

Early Years Help – regular meetings continue to be held with officers from Surrey CC and Barnardos which are starting to prove useful.

Combatting Loneliness working group – continues to meet and cover projects in the Farnham area

Farnham Health Inequalities Group

This continues to be a very positive partnership with health positively promoting service partners to deliver from the Community Centre.

Active Surrey

We have been working with Active Surrey to identify activities and funding streams that meet the needs identified in the survey results from the Living Well in Farnham and health inequalities follow up. This has resulted in a strength and balance class starting with good participation from our seniors group and some positive feedback so far. Also beginning on 11 May is an outside exercise class on the Sandy Hill green space, something I have been advocating for on the basis that we have achieved good engagement when we have run activities that are visible and accessible on the green. It is yet to be confirmed what the class will be but we ran a poll of our community who overwhelming said they wanted family fit classes which we have requested and a tutor is being sought. This will be run via Our Parks who specialise in community focused, accessible, outdoor physical activity programmes.

I am also negotiating with SportsWorks who are looking to provide weekend and evening activities and will apply for funding on our behalf.

Joint Action Group – Waverley Safer Partnership Task and Finish group

The Task and Finish group has closed but all agencies have been invited to take part in the relaunch of SHIP as there were actions outstanding and all agreed that the multiagency approach taken by the TAG was something to be preserved.

WBC Leisure Services – we continue to have good level of communication when planning activities. They are offering skate workshops on the MUGA, Sandy Hill, during May half term and have also booked our main hall for sessions for the Surrey Youth Games.

Message from Surrey Community Action - Waverley Borough was able to fund the cost of Tier 2 service for all the Community Buildings in their area from 1st April 2022 – 31st March 2023. I am pleased to confirm that your Borough is able to continue funding the cost of this Tier 2 service for the current financial year. This means that you will continue to access the above benefits free of charge until 31st March 2024.

Citizen's Advice Waverley

I have had some productive meetings with the incoming Chief Officer who is keen to work with us going forward. Two work streams about to start are:

A research project to speak to parents with SEN children to learn about where they feel would be best to focus any input and funding.

Also developing long term capability – input into youth centre with financial training/financial literacy

Vivid

Further to meeting with Gary Clark-Allen, Place Shaping Officer, who requested that we identify how many Vivid tenants access our activities and services so that he could build a case for more investment by Vivid into Sandy Hill, we have been unsuccessful in obtaining strong data. We in turn asked Gary to confirm tenant numbers on the estate. This is the message we have received but no data as yet:

I have now managed to get the green light for passing on the relevant data externally, its now sitting with our insight team who will pull it together for us and email it over once its done.

Church on the Hill – Youth club for 7 – 11s

We have had two issues with Church on the Hill:

We had complaints from some parents about some health and safety issues along with some of the topics being used at the youth club. Tracy and I met with the club leader and the church minister to go through these and a satisfactory response was received and changes to practices going forward are planned.

At our Christmas event we were notified by some parents that someone from the church was approaching children in family groups and some felt uncomfortable about this. It was in order to tell them about the youth group but we have spoken to church on the hill that they must ask us first and have some form of identification before they do this. At last week's Drop In I was therefore very dismayed to find out that the leader of the youth group had come into the session and was talking to families without booking it in with us or wearing ID – we have addressed this again and explained why we find this unacceptable.

Farnham Youth Practitioners Network – another meeting is to be scheduled. It has proved to be very useful to share and exchange information.

Maltings – the preparations for the Community festival have been altered slightly, a reduction in funding means there will be less offered. The proposed dates are now 30 August as part of our weekly Drop In and the weekend of 1 and 2 September. There are still plans to consult and involve the local community.

Adult learning – I continue the dialogue with them and they are looking at starting further courses of learning in September.

Networking

VASWS Farnham Network of charities and voluntary organisations –meets quarterly on Zoom

Farnham Connects - meets monthly on a Tuesday afternoon to discuss issues affecting residents of Farnham and has proved to be a really valuable networking opportunity.

Farnham Younger People Task Force – run by FTC

Minibuses/transport

This has been a restrictive issue for groups over the last few years but I have recently managed to get agreements with three local organisations who are willing to give us use of their minibuses.

Frensham Heights – happy for us to use their buses in school holidays and we have 2 bookings with them
Brightwells – have offered their bus when they are not using it for their day service, generally from late afternoon

Air Training Corps – have registered their bus with the Community Transport Association and are ready to share with other organisations

Emerging issues

There have been a couple of instances over the last few months where people from the local community have sought sanctuary and help from staff at the Community Centre and in light of this I am trying to register for the Ask for Angela which WBC supports. This scheme that aims to ensure that anyone who is feeling vulnerable or unsafe is able to get the support they need.

97% of women aged 18-24 and 80% of all women said they had been sexually harassed in public spaces in the UK (UN Women UK)

The scheme says that setting up Ask for Angela in your venue can be simple and easy to do and will give customers peace of mind that they can ask for help discreetly if they are in an unsafe or uncomfortable situation. There are training films provided as part of the registration. I am still waiting for the Licensing Team at WBC to return my email.

We are working on how we can make our busier cafe sessions at the centre more comfortable for our visitors who may be BSL users. One of our trustees, who has recently started using a hearing aid, commented recently that it was difficult to hold a conversation in the cafe as the acoustics weren't great and also Ali has fed this back on a number of occasions. We are starting a BSL social group who will explore this and make suggestions for improvements.

Better Care funding – Martha Earley, Director for Partnerships and Communities North East Hampshire and Farnham Place, NHS Frimley, Frimley Health and Care ICS recently brought a number of her colleagues to the centre to learn about our work and partnership approach and it was really useful to be able to speak to policy makers about some of the issues we face as a grass roots organisation. She also recommended that we apply for a second year for the Better Care Funding as the ICS would like to work with us in developing a strategy for working with hard to reach communities as we are doing.

Dates for your diary:

1 – 7 June, national Volunteers week

8 July – volunteer's BBQ 3 – 6.30 at Simon's farm (thank you Simon) – do we pay for the ice cream van?

Music in the meadow 30 July – we are running the tea and cake tent; this is a major fund raiser, how can you help?

Maltings Community festival 30 August, 1 and 2 September